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Government
Publications

**OFFICE
FOR DISABILITY
ISSUES**



**BUREAU DE LA
CONDITION DES PERSONNES
HANDICAPÉES**

Directory of Federal Programs and Services

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Persons with Disabilities




Human Resources
Development Canada

Développement des
ressources humaines Canada

Canada

SDDP-012-03-97E



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For additional copies or an alternative format, please contact:



Enquiries Centre
Human Resources Development Canada
140 Promenade du Portage
Phase IV, Level 0
Hull, Québec K1A 0J9



Fax: (819) 953-7260

Cette publication peut aussi être obtenue en français sous le titre : «Répertoire des programmes et services fédéraux : personnes handicapées».



TTY: (819) 997-5420
(preferred method of communication)

TEL: (819) 994-0859

Internet: louise_normand@pch.gc.ca

ANTI-DISCRIMINATION IN FEDERAL ORGANIZATIONS

The Canadian Human Rights Commission acts as a watchdog against discrimination in federally-regulated organizations. The *Canadian Human Rights Act*, administered by the Commission, accords all persons with equal access to goods, facilities, accommodation or employment, without being discriminated against for reasons including: race national or ethnic origin, colour, religion, age, sex, marital status, family status, mental or physical disability, pardoned conviction and sexual orientation. The Commission provides information and advice concerning the Act and its own work.

Publications:

The following publications are available in alternative formats, including computer diskette, audio cassette, braille, or large print:

Prohibited Grounds Chart

Annual Report

Employment Equity - Fair Play at Work

Canadian Human Rights Act: Office Consolidation

Canadian Human Rights Act: a Guide

Equal Dollars Make Good Sense

Filing a Complaint with the Canadian Human Rights Commission

Guide to Screening and Selection in Employment

HIV-AIDS Discrimination: It's Against the Law

Human Rights and the Canadian Human Rights Commission

Harassment - What it is and What to Do About It

For more information or assistance, call or write to the office of the Canadian Human Rights Commission nearest you (offices located in major cities across Canada) or contact:

Canadian Human Rights Commission



Canadian Human Rights Commission
Place de Ville, Tower A
320 Queen Street
Ottawa Ontario
K1A 1E1



TEL: (613) 995-1151
TTY: (613) 996-5211
FAX: (613) 996-9661

ACCESSIBLE TRANSPORTATION DIRECTORATE

The Canadian Transportation Agency is a quasi-judicial tribunal which acts to achieve accessible transportation, offering help to both the transportation industry and travellers with disabilities.

The Accessible Transportation Directorate coordinates the Canadian Transportation Agency's accessibility program to remove undue obstacles from the federal transportation network under three main activities:

- complaint resolution
- regulations/codes of practice
- monitoring and liaison.

Through complaint resolution and the development of guidelines, the CTA has the power to remove undue obstacles from the federal transportation network. Complaints are resolved within 120 days, unless all parties agree to an extension. This standard ensures a speedy resolution of complaints from travellers with disabilities.

The Directorate has documentation available upon request which includes:

On the Move: Improving Access for Travellers with Disabilities

On the Move: Air Travel Accessibility Regulations

On the Move: Accessibility Complaint Guide

Fly Smart, a general consumer guide to air travel.

Invitations to speak or exhibit at conferences and workshops on accessible transportation issues are welcomed. You may contact us at the program address and numbers below to share ideas, solutions and travel experiences, or to have your name placed on our mailing list.



Accessible Transportation Program
Air and Accessible Transportation Branch
Canadian Transportation Agency
Ottawa, Ontario
K1A 0N9



TEL: 1-800-883-1813 / (819) 997-6828
TTY: 1-800-669-5575 / (819) 953-9705
FAX: (819) 953-6019
Internet: <http://www.cta-otc.gc.ca>

** As a result of the new Canada Transportation Act, which became effective July 1, 1996, the National Transportation Agency of Canada is now known as the Canadian Transportation Agency (CTA).

AIR TRANSPORTATION REGULATIONS:

AAmendment concerning the Terms and Conditions of Carriage of Persons with Disabilities

This set of accessible transportation regulations took effect January 1, 1994. With this amendment to the Air Transportation Regulations, the Agency has regulated the terms and conditions of carriage within Canada of persons with disabilities in aircraft of 30 or more passenger seats. This amendment ensures that air carriers are required to offer uniform service to travellers with disabilities.

For further information or a copy of the regulation, please contact:



Accessible Transportation Program
Air and Accessible Transportation Branch
Canadian Transportation Agency
Ottawa, Ontario
K1A 0N9



TEL: 1-800-883-1813 / (819) 997-6828
TTY: 1-800-669-5575 / (819) 953-9705
FAX: (819) 953-6019
Internet: <http://www.cta-otc.gc.ca>

REGULATIONS CONCERNING PERSONNEL TRAINING FOR THE ASSISTANCE OF PERSONS WITH DISABILITIES

These regulations came into effect January 26, 1995. They affect most rail and ferry companies and airlines offering passenger transportation services in Canada. These transportation providers will be required to provide training to their employees and contractors who provide different types of transportation-related services to persons with disabilities.

These regulations also require rail and ferry terminal operators and most airport operators to provide training to their employees and contractors.

The only exceptions allowed under the Regulations will be small airlines and small air terminals.

For further information or a copy of the Regulation, please contact:



Accessible Transportation Program
Air and Accessible Transportation Branch
Canadian Transportation Agency
Ottawa, Ontario
K1A 0N9



TEL: 1-800-883-1813 / (819) 997-6828
TTY: 1-800-669-5575 / (819) 953-9705
FAX: (819) 953-6019
Internet: <http://www.cta-otc.gc.ca>

POLLING STATIONS : Different Methods of Voting

Elections Canada is working to ensure that all Canadian citizens who are 18 years of age or older can vote in federal elections and referendums. There are several ways an elector can vote:

- vote at the local Elections Canada Office if you will be away on polling day and during advance polls,
- vote at the advance polls which are held for three days about one week before polling day,
- vote at the ordinary poll which is the most familiar way to vote and takes place on polling day,
- vote by special ballot if you are unable to leave your home or will be away during the election or referendum.

At selected institutions where electors who have disabilities or are elderly live, the residents can vote on polling day at a mobile poll. The ballot box may even be carried from room to room to take the votes of those who are unable to leave their rooms.

Polling stations (places where people vote) with level access are available to all electors. Your personal elector information card will tell you if your polling station has level access by showing a wheelchair symbol. If it does not and you require level access at your polling station, it is important to contact your returning office as soon as possible. Electors with disabilities can obtain a transfer certificate allowing them to vote at another polling station that has level access. A transfer certificate must be requested at least three days before election or referendum day.

The telephone number for your returning officer is printed on the elector information card and is advertised widely on television, radio, and in newspapers soon after the election or referendum is announced.

Elections Canada



Elections Canada
257 Slater Street
Ottawa, Ontario
K1A 0M6



toll-free: **1-800 INFO-VOTE (1 800 463-6868)**
TEL: **(613) 993-2975**
TTY **1-800 361-8935**
FAX: **1-800 267-8549 or**
 (613) 954-8584
Internet home page: <http://www.elections.ca>
email: eleccan@magi.com

SERVICES AT POLLING STATIONS

Services are available to voters who need some help once they are in the polling station (place where people vote). These include the following services:

Elections Canada can arrange for an interpreter to help a voter who is deaf, if the request is given to the local returning officer at least two weeks before polling day and if interpreters are available in the area. Electors may choose to bring their own interpreters with them when they come to vote.

Voters who are blind or have visual disabilities may request a template which fits over the ballot enabling them to cast their vote without help. Templates are available at all polling stations. Also, the Elections Canada officials at the polling stations are available to read aloud the names of the candidates, if the voter asks for this service.

Voters who cannot read or have difficulty marking the ballot on their own may ask for someone to go with them to help them vote. People who help the voter must take an oath that the name of the candidate selected by the voter will be kept secret.

It is important to contact Elections Canada if you need assistance when voting in a federal election or referendum. The telephone number is printed on your elector information card and is advertised widely on television, radio and in newspapers soon after the election or referendum is announced.



Elections Canada
257 Slater Street
Ottawa, Ontario
K1A 0M6

Elections Canada



toll-free: **1-800 INFO-VOTE (1-800 463-6868)**

TEL: **(613) 993-2975**

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FAX: **1-800 267-8549 or**
(613) 954-8584

Internet home page: <http://www.elections.ca>
email eleccan@magi.com

ELECTOR INFORMATION

An extensive voter information program is conducted by Elections Canada during an election or referendum through radio, television, newspapers and other means. In order to reach a large number of Canadians with disabilities, Elections Canada makes elector information available in several formats, including print, large print, audio cassette, and braille.

Between elections, Elections Canada carries out an elector education programme about the federal electoral process, in alternative formats including video and via its Home Page on Internet.

Publications:

Accessibility to the Electoral System
Important Consideration for Prospective Candidates
Voting by Special Ballot in Your Own Riding

Videos:

Voting is Accessible
Canada Votes
History of the Vote in Canada



Elections Canada
257 Slater Street
Ottawa, Ontario
K1A 0M6



toll-free: 1-800 INFO-VOTE (1-800 463-6868)
TEL: (613) 993-2975
TTY: 1-800 361-8935
FAX: 1-800 267-8549 or
(613) 954-8584

Internet home page: <http://www.elections.ca>
email: eleccan@magi.com

THE ADAPTIVE COMPUTER TECHNOLOGY CENTRE (THE ACT CENTRE)

The Adaptive Computer Technology Centre (the ACT Centre) can provide federal government employees who have disabilities with a wide range of adaptive computer technology support and service. The ACT Centre does workplace assessments and gives training, technical support, and information on adaptive tools for persons with visual, mobility, hearing, speaking, or learning disabilities. The Centre's aim is to help people with disabilities to do their jobs efficiently and effectively.

The ACT Centre is a service for federal government employees. Consulting costs may apply if the ACT Centre must devote staff time to your enquiry. You will be given time and cost estimates before any work is done. However, any member of the general public is invited to contact the Centre and ask about adaptive computer technology and its applications.

Publications:

Brochures are available which describe the services and some of the adaptive computer technology available at the ACT Centre. The brochure is available in either official language in the following formats: standard print, large print, braille (grade 1, grade 2, and computer) audio cassette, and diskette (DOS or Macintosh.)

For more information, please contact:



10 Wellington St.
2nd floor
Hull, Québec
K1A 0H3



TEL: (819) 953-2491
FAX: (819) 953-5995

CANADA PENSION PLAN: DISABILITY PENSION AND DISABLED CONTRIBUTOR'S CHILD BENEFIT

The Canada Pension Plan (CPP) pays a monthly disability pension to people who have contributed to the Plan for a minimum number of years and who are disabled according to CPP rules. The disabling condition can be physical or mental and must be severe and prolonged. "Severe" means the person cannot work regularly at any job and "prolonged" means the condition is long term and may result in death. Application must be made in writing.

The monthly pension is made up of two parts: the first is a flat-rate amount, and the second is based on how much, and for how long, the contributor paid into the Plan. In addition, a flat rate monthly benefit is paid on behalf of a dependent child until the age of 18 or up to age 25 if the child is in full-time attendance at school.

The Canada Pension Plan operates throughout Canada, although the province of Québec has its own similar program, the Québec Pension Plan (QPP). The two programs work together to help ensure that all contributors are protected.

Publications:

Disability Benefits - Canada Pension Plan

Catalogue number: ISPB-153-01-95E

The publication is also available on audio cassette.

To obtain copies, write or FAX, indicating the catalogue number:



Public Enquiry Centre
Human Resources Development Canada
Ottawa-Hull
K1A 0J9



FAX: (819) 953-7260

Information on CPP Disability Benefits and other Canada Pension Plan coverage is also available through the Income Security Programs Internet home page at:
http://www.hrdc-drhc.gc.ca/hrdc/isp/ispind_e.html

Where to get further Information/Application Forms:

For more information, assistance and an application kit call a Human Resources Development Canada office at the following toll-free numbers: **1-800-277-9914 (English service)** or **1-800-277-9915 (French service)**. For questions about benefit entitlement, callers will need to know their Social Insurance Number.

CANADA PENSION PLAN NATIONAL VOCATIONAL REHABILITATION PROJECT

The Canada Pension Plan (CPP) National Vocational Rehabilitation Project (NVRP) was developed to identify suitable CPP disability beneficiaries - residing in Canada - and provide them with the necessary vocational rehabilitation services to help them find substantially gainful employment.

Under the project, eligible CPP disability beneficiaries are provided with a wide range of services such as vocational interest and aptitude testing, counselling and training to help them acquire basic entry-level skills. They will also receive job search assistance.

Canada Pension Plan disability benefit recipients who are interested in the project and motivated to return to work, may call the project toll-free number **1-800-461-3422** and leave their name, area code, telephone number and social insurance number along with a brief message.

Publications:

Canada Pension Plan National Vocational Rehabilitation Project
Catalogue number: ISPB-161-06-96

For copies of the publication please write or FAX, indicating the catalogue number, to:



Public Enquiry Centre
Human Resources Development Canada
Ottawa-Hull
K1A 0J9



FAX: (819) 953-7260

EMPLOYABILITY AND SOCIAL PARTNERSHIPS

Employability and Social Partnerships (ESP) is a national program using contribution and grant funding to support partnership projects that identify, develop and promote best practices and models, to enhance quality child care and improve the employability and social and economic independence of Canadians who are or may be at risk. ESP is giving priority consideration to persons with disabilities and child care projects.

Through contribution agreements, grants or contracts, the program develops national agreements with various community-based partners in the areas of Applied research, Development of Best Practices, Building Partnerships, and Data Development and Dissemination.

For further information, contact:



Director, Employability and Social Partnerships
Human Resources Development Canada
Place du Portage
Phase IV - 5th floor
Hull, Québec
K1A 0J9



TEL: (819) 997-1647
FAX: (819) 997-1359
TTY: (819) 997-1737

HUMAN RESOURCES INVESTMENT FUND

(Employment Insurance, Part II)

Starting July 1, 1996, three new employment benefits were introduced. These benefits provide people who need extra help with direct assistance to return to work. The three available benefits are:

Targeted Wage Subsidies

Wage subsidies help if you are having trouble finding a job because you lack recent work experience or face other employment barriers. A wage subsidy is arranged with an employer who will give you direct work experience. Employers can request funding to assist in covering extra disability-related costs.

Self-Employment

If you have a good business idea and want to start your own business, this benefit can help. You can get financial and technical supports while you start your own business.

Most clients can receive financial assistance for up to 52 weeks while starting their businesses. In the case of persons with disabilities, assistance for up to 78 weeks may be available if the disability presents a barrier to the individual's making the business sustainable.

Job Creation Partnerships

If you need work experience to find and keep a job, you may qualify to work on a community project.

Two other employment benefits will be available following field testing and/or negotiations with the provinces:

Targeted Earnings Supplements

If the jobs available don't pay as much as a job you have lost, you may qualify for a temporary earnings supplement. Earnings supplements "top up" your wages, so that you will earn more than you would get through EI Insurance Benefits.

Skills Loans and Grants

Provides loans or grants to help cover the cost of training or education. This benefit will be available only with the agreement of the province or territory where you live.

To be eligible for any one of these employment benefits, you must be unemployed and you must:

- be currently receiving EI Insurance Benefits; or
- have had a benefit period which ended within the past 36 months; or
- have received maternity or parental benefits through a claim that started within the past 60 months.

In addition, eligibility for Employment Benefits will depend on local priorities and the funding available through community partnerships. Ask at your local Human Resource Centre of Canada (HRCC) for the specific criteria that apply in your community.

Even if you are eligible, you are not automatically entitled to Employment Benefits. These Benefits are targeted for those who really need extra help and are prepared to make a personal commitment to achieving a set goal.

If you think you need an Employment Benefit to get back to

work, talk to a Human Resource Centre officer. A short interview will help determine your needs, and whether one of the Employment Benefits is right for you.

If you are unemployed, even if you do not have an Employment Insurance claim, you are eligible for the Support Measures, and can use the self-help, self-service tools, such as the Job Bank and the Electronic Labour Exchange available at local Human Resource Centres of Canada to help you find work.

HRCCs will offer Employment Assistance Services to all unemployed Canadians according to their individual needs. The following are some examples of the types of measures and/or supports that may be offered under EAS:

- access to information for clients to help them make good labour market decisions;
- helping clients develop and commit to an action plan;
- offering case management services;
- helping clients find the resources they need to upgrade or train in a more formal environment;
- providing labour exchange services;
- offering job finding clubs;
- providing clients with job search strategies
- providing diagnostic services
- offering counselling, financial planning and/or stress management.

The Government of Canada remains committed to the participation of unemployed Canadians with disabilities in the Employment Benefits and Support Measures. If you are a person with a disability, special help will be available to you. If you require any kind of assistance to access the EAS or the electronic information kiosks, just ask! Such help could also include financial assistance to employers to make the necessary physical

modifications to and/or purchase technical devices for the workplace.

Publications are available through your local HRCC which explain in more detail the new Employment Benefits and Support Measures. These will all be available in alternative formats.

For more information, contact your local Human Resource Centre of Canada.

LABOUR BRANCH

The Labour Program is the area within Human Resources Development Canada that focuses on the workplace. It provides an array of programs and activities to equip Canadian workers and their employers with the tools they need to respond to emerging trends in the workplace and to adapt to the changing nature of work itself.

A Workplace Strategy for the 21st Century

The Labour Branch is developing a Workplace Strategy Initiative suited to the new work environment, to improve the quality of working life for Canadians and to support them as they adjust to a radically restructured working world.

The goal of the Workplace Strategy is to create opportunities for Canadians to participate more effectively in the workforce by engaging workplace partners in identifying solutions to on-the-job challenges. The Strategy will focus on three key elements of workplace change:

- *The Innovative Workplace* -- working toward joint labour-management approaches and employer/employee partnerships to respond to evolving technologies, competitive pressures, changes to the workplace and demands for new workplace skills.
- *Non-standard Employment* -- providing protection to workers involved in new forms of employment such as telework and home-based businesses.
- *Working Time* -- supporting discussion and experimentation in workplace practices through flexible work-time arrangements and the re-distribution of workloads.

Progress Through Partnerships

The Labour Branch works cooperatively with a broad spectrum of workplace partners, particularly the provincial and territorial ministries of labour, to address working conditions and other common issues affecting workers. It consults regularly with its clients and stakeholders to get a better reading on marketplace practices and conditions, and to forge stronger workplace alliances.

Our Contribution to the Canadian Workplace

In Canada, labour matters are primarily a provincial responsibility. However, the federal government plays a vital role in areas of national interest. The Labour Branch is responsible for legislation affecting the working relationship between employers and workers involved in all federally-regulated activities. All of the Branch's services are highly-targeted to particular workplace problems and used only under specific circumstances.

Although federal workers represent a relatively small proportion of the total workforce -- roughly 10 per cent -- they are employed in key sectors of the economy including:

- Air, rail, road and pipeline transportation;
- Banking;
- Broadcasting;
- Mining;
- Shipping and related services;
- Telecommunications; and,
- Crown Corporations.

The Labour Branch is responsible for developing and administering a wide range of legislation and regulations. Among the most

important is the *Canada Labour Code*, which governs industrial relations (Part I), occupational safety and health (Part II), as well as labour standards and employment equity (Part III). Parts I and II of the Labour Code are currently under review. The Code applies to all interprovincial and international business activities in federally-regulated sectors.

Working to Improve Workplace Safety and Health

Federal Workers' Compensation

Despite best practices and best efforts, accidents occasionally occur in the workplace. Injured workers need income protection while they are recovering. The Labour Branch administers the *Government Employees' Compensation Act*, which provides benefits to injured employees of the Federal Government.

Workplace Equity

A true measure of a society is its commitment to equality. A workplace that fully respects and fairly responds to the concerns of all its employees -- regardless of gender, race or physical attributes -- is both more productive and more competitive. It can fully capitalize on the richness of its diversity, an increasingly important asset in the global marketplace.

The Labour Branch's efforts to assure fairness in the workplace took a major step forward when the new *Employment Equity Act* received Royal Assent in December, 1995. This legislation expands coverage of the Act to include the federal public service, in addition to federally-regulated industries and Crown Corporations already affected by the legislation such as banking, telecommunications and transportation. The Labour Branch supports implementation of the *Employment Equity Act* by:

Human Resources Development Canada

- conducting research and collecting labour market data;
- providing information and advice to employers concerning their obligations and how they can comply;
- recognizing outstanding achievements by employers in the area of employment equity;
- auditing all private employers covered by the Federal Contractors Program; and,
- monitoring and evaluating all annual Employment Equity reports submitted by employers under the Legislated Employment Equity Program.

What More Can We Do For You?

Just ask. Chances are, the Labour Branch can help you, your company or your union better address workplace and labour relations issues. It has a vast store of information and expertise which is readily available to Canadian workplaces.

In addition to the services listed above, other resources at your disposal include:

- Library and Resource Centre
- Publications and Videos
- Internet Site - <http://labour.hrdc-drhc.gc.ca>
- Toll-Free Telephone Service - 1-800 567-1916

For further information on ways we can work together, feel free to contact Labour Branch personnel at the following locations across Canada:

Communications, Labour



Human Resources Development Canada
Ottawa, Canada K1A 0J2



(819) 994-6313

British Columbia and Yukon Territory

HRDC Regional Office: Vancouver, B.C. (604) 666-0403

Alberta and Northwest Territories

HRDC Regional Office: Edmonton, Alta. (403) 292-4566

Saskatchewan

HRDC Regional Office: Regina, Sask. (306) 780-5408

Manitoba

HRDC Regional Office: Winnipeg, Man. (204) 983-3493

Ontario

HRDC Regional Office: Toronto, Ont. (416) 954-2891

Québec

HRDC Regional Office: Montreal, Que. (514) 283-2214

New Brunswick

HRDC Regional Office: Moncton, N.B. (506) 851-6640

Nova Scotia

HRDC Regional Office: Dartmouth, N.S. (902) 426-4995

Newfoundland

HRDC Regional Office: St. John's, Nfld. (709) 772-5022

Prince Edward Island

HRDC Regional Office: Charlottetown, P.E.I. (902) 566-7171

YOUTH PROGRAMS

In April 1994, the Youth Employment and Learning Strategy was launched as part of this government's overall commitment to assist youth and to help them gain the skills and work experience they need to make the successful transition from school to work. The strategy encompasses three main programs - Youth Service Canada, Youth Internship Canada, and the Student Summer Job Action.

Youth Service Canada (YSC):

YSC is designed to give a renewed sense of hope and achievement to young people who, because of a lack of skills or opportunity, are at risk in the labour market. By working in teams, out-of-school and unemployed youth, between the ages of 18 and 24, gain relevant experience and the opportunity to develop their personal skills through service to their community.

Youth Internship Canada (YIC):

YIC provides young people between the ages of 15 to 24 with structured pathways to make the transition from school to work. The program, designed to create entry-level jobs in emerging industries, provides youth with the skills enhancement and work experience they need to get a job. Key elements of the YIC include partnerships with private sector, community organizations, education and training communities and governments. They also include employer buy-in and contribution to project costs, as well as on-the-job training supervised by employers. YIC also includes a component for youth entrepreneurship, as well as a component which helps underemployed and unemployed post-secondary graduates obtain relevant work experience that will help them gain a foothold in the labour market.

Student Summer Job Action (SSJA):

Student Summer Job Action is a package of job creation initiatives that give secondary and post-secondary students experience that is career-related and community-oriented. SSJA consists of Summer Career Placements, Student Business Loans, Native and Black Internship, Partners in Promoting Summer Employment, and Canada Employment Centres for Students.

Programming for Youth with Disabilities

While HRDC does not have specific programs for youth with disabilities, under our regular youth programming, we encourage the participation of youth with disabilities to ensure that they receive fair access to participate in our programs as well as to ensure their equitable representation in the labour market.

Local Human Resource Centres, within the context of their local planning strategy, ensure that youth programs are accessible to members of designated groups (persons with disabilities, visible minorities, women, Aboriginal persons) proportionate to the representation of the local youth population.

The Youth Internship Canada's flexible program criteria enables for special needs of persons with disabilities to be accommodated.

HRDC pays special attention to the needs of youth with disabilities who participate in projects by contributing up to \$10,000 towards the cost of special equipment or facilities to accommodate a participant's requirement throughout the duration of the project.

Vocational Rehabilitation of Disabled Persons Program

Since 1961 the Vocational Rehabilitation of Disabled Persons Program (VRDP) has helped persons with disabilities obtain and sustain employment. Some 200,000 persons currently receive support under VRDP.

The federal allocation of \$168M to provincial and territorial vocational rehabilitation services enables the Government of Canada to work collaboratively with provinces and voluntary agencies delivering vocational rehabilitation programs under contract to provinces to meet the current and future needs of persons with disabilities.

The provincial programs cost shared under VRDP are designed to assist persons with physical and/or mental disabilities in acquiring the skills necessary to secure regular, gainful employment. They offer assessment, counselling, books, tools, restorative services, equipment and aids, vocational training and job placement, maintenance or training allowances. They also provide follow-up for up to 36 months after finding employment and during a vocational crisis, and cover provincial, territorial and agency staff costs directly related to vocational rehabilitation.

The VRDP program is being extended to March 31, 1998. The Federal Task Force on Disability Issues, which conducted nation-wide consultations during the summer of 1996, has recommended that VRDP be renewed, refocused and redesigned to better equip persons with disabilities to enter the mainstream workforce. A successor to VRDP is being developed in cooperation with provinces and territories and in consultation with the community of persons with disabilities. The intent is to ensure that Government of Canada funding is used as an effective bridge to bring persons with disabilities into the mainstream economy.

For more information, please contact:



Federal Provincial Programs
5th Floor, Phase IV, Place du Portage
Hull, Quebec
K1A 0J9



TEL: (819) 997-1471
TTY: (819) 997-2858
FAX: (819) 997-2056

ACCESS TO PARLIAMENT

The House of Commons has been working on projects over the past several years to improve access to its facilities and its publications for Canadian citizens with disabilities and others interested in House of Commons initiatives.

Its primary objectives have been to ensure that publications would be accessible to all and to ensure that public areas would also meet accessibility guidelines wherever possible.

Some publications in alternative formats include:

How Canadians Govern Themselves

Guide to the House of Commons

The Memorial Chamber

Brochures on the Parliament Buildings, the Library of Parliament, the Speaker of the House of Commons.

The House of Commons Broadcasting Services provides broadcast transmission for persons with disabilities for Question Period and special events such as the Budget Speech.

For more information, contact:



House of Commons
Ottawa Ontario
K1A 0A6



TEL: (613) 992-4793
TTY: (613) 995-2266

COMMUNICATIONS AND EXECUTIVE SERVICES PROGRAM

The Communications and Executive Services Program provides information on programs, services and activities of the Department of Justice as well as federal legislation. The Program is available to all Canadians to inform them of their rights, duties and responsibilities as citizens. The Program also participates in the consultation process with persons with disabilities to ensure that their ideas and concerns are included in discussions and/or drafting of federal legislation.

Publications: (alternative formats availability noted in brackets)

Canada's System of Justice (large print, braille)

Another Way about Divorce Mediation (cassette)

What to do if a Child Tells You of Sexual Abuse (cassette)

Canadian Human Rights Act Amendment (cassette, computer diskette)

Amendments to the Criminal Code and the Canada Evidence Act with respect to Persons with Disabilities, A Discussion Paper

Towards Equality (cassette)

For more information, please contact:



Communications and Executive Services
Department of Justice
239 Wellington Street
Ottawa, Ontario
K1A 0H8



TEL: (613) 957-4222
TTY: (613) 002-4556
FAX: (613) 954-0811

FUNDS AND CONTRIBUTION PROGRAMS

The Department of Justice administers a number of discretionary contributions programs intended to assist the provinces/territories, the private sector, non-profit organizations and individuals, develop short term programs, services, training models, conferences and public legal education projects designed to promote and implement reforms in the justice system. Priority areas include criminal, family and human rights, constitutional, native and administrative law, private and public international law, judicial education, the Young Offenders Act, legal aid, criminal prevention, access to justice, Aboriginal justice and violence in society.

Persons with disabilities are identified as a group that have access to justice issues that need to be addressed; however, it is important to note that the funding program is open to a wide spectrum of Canadian society.

Financial assistance may be available to the following types of organizations interested in justice issues: individuals, organizations, non-profit organizations, provincial/territorial government departments and their agencies, regional and municipal level governments, community and voluntary groups whose mandate is to represent their membership or community, bands and tribal councils and private sector for non-profit projects that partner with federal government and departmental initiatives with objectives.

Please contact the Grants and Contributions Unit and ask for a copy of the booklet entitled “How to Apply for Funding”. For more information, contact:



Grants and Contributions Unit
Program Directorate
Department of Justice
239 Wellington Street
Ottawa, Ontario
K1A 0H8



TEL: (613) 957-3538
FAX: (613) 941-2269
Email contact: Steve.Dulude@justice.gc.ca

CANUC:H Database

CANUC:H is the Canadian union catalogue, or database listing, of alternative format materials. It contains more than 100,000 entries, including books, magazine articles, reports and videos. **CANUC:H** improves access to alternative format materials (large print, talking books, books on diskette and closed or open captioned videos) by making it possible for libraries to determine if the items are available for purchase or interlibrary loan. **CANUC:H** is complemented by **CANWIP** (Canadian Works in Progress) a database listing works in alternative formats that are being produced. It is used by producers of these titles to prevent unnecessary duplication.

CANUC:H entries are available in English, French and other languages.

CANUC:H is available on-line nationwide through **ACCESS AMI-CUS**, the National Library's on-line information system.

To access the **CANUC:H** Database, contact your local library.

For a descriptive brochure on **CANUC:H**, please write to:



Marketing and Publishing
National Library of Canada
395 Wellington Street
Ottawa, Ontario
K1A 0N4



TEL: (613) 995-7969
FAX: (613) 991-9871
TTY: (613) 992-6969
InternetPublications@nlc-bnc.ca

SERVICE FOR LIBRARIES

The National Library of Canada has produced a number of materials aimed at providing information on ways to make libraries and library services accessible to persons with disabilities.

The Library Information Service of the National Library also manages an electronic discussion list for discussing issues related to library and information science in Canada including library services to persons with disabilities. To subscribe, send an E-mail message to listserv@infoserv.nlc-bnc.ca with the command "subscribe bibcanlib-l firstname lastname" in the body of the message.

Publications:

Federal Government Publications Issued in Alternative Formats (1981-92), (1993-94), (1996).

The Accessible Canadian Library II: A Resource Tool for Libraries Serving Persons with Disabilities, 1996
List of Books Available in Large Print, May 1996

For more information, please contact:



Marketing and Publishing
National Library of Canada
395 Wellington Street
Ottawa, Ontario
K1A 0N4



TEL: (613) 995-799969
FAX: (613) 991-9871
TTY (613) 992-6969
InternetPublications@nlc-bnc.ca

ACCESSIBILITY OFFICE

Since the late 1970's, Public Works Canada has been actively involved in making government buildings accessible to persons with disabilities, both employees and members of the general public who use government services.

The Public Works and Government Services Canada (PWGSC) Accessibility Office provides support in the area of barrier-free design of federal buildings. The department is responsible for developing design standards and guidelines as well as for providing advice on barrier-free design and related services to other departments and agencies.

The Accessibility Office chairs the Interdepartmental Technical Committee on Accessibility. This committee provides a forum for persons with knowledge of technical matters regarding accessibility for persons with disabilities, persons with disabilities themselves, and PWGSC to consult on barrier-free standards, improvements, interpretations, and applications.

For more information:



A/Senior Architect
Accessibility Office
Architectural and Engineering Services
Public Works and Government Services Canada
Place du Portage, Phase IV,
Hull, Québec
K1A 0M2



TEL: (819) 775-4660
FAX: (819) 775-4914

SIGN LANGUAGE INTERPRETATION

The federal government will provide an interpreter for a person who is deaf, deaf-blind, or hard of hearing, to facilitate communication with a federal government official or a Member of Parliament.

The Interpretation Service provides ASL/LSQ sign language and French and English oral interpreters, and deaf-blind intervenors free of charge to provide confidential interpreter services for federal government job interviews, meetings, conferences, and for training courses which are funded by the federal government.

If costs are incurred by the interpreter in order to travel to a remote area, travel costs are the responsibility of the department or MP requesting the services. In certain parts of the country, up to two weeks advance notice is required to ensure that you will have an interpreter for your meeting; however, the Interpretation Service will strive to meet all requests.

If you require this service, the responsible person in a federal department will contact the Interpreter Service of the Translation Bureau with the request.

For more information, contact:

Conference Interpretation Services
Translation Bureau
Public Works and Government Services



TEL: (819) 996-3346
TTY: (819) 996-3541
FAX: (613) 996-4460

DUTY FREE IMPORT OF GOODS FOR PEOPLE WITH DISABILITIES

The *Customs Tariff* is now being amended to provide duty-free entry for all goods designed for the use of persons with disabilities.

For more information please contact the nearest Tax Services Office. Check the telephone listings under “Revenue Canada” in the Government of Canada section of your telephone book, or contact:



Headquarters
Revenue Canada
Ottawa, Ontario
K1A 0L8

FEDERAL EXCISE GASOLINE TAX REFUND PROGRAM

Since January 1, 1993 the Federal Excise Gasoline Tax Refund Program was extended for an indefinite period for registered charities, registered Canadian amateur athletic associations and individuals with disabilities.

The extension allows these three categories of persons to claim a refund of a portion of the federal excise tax on gasoline at a rate of 1.5 cents per litre.

Individuals with disabilities must be certified by a qualified medical practitioner as having a permanent impairment of movement to such an extent that the use of public transportation would be hazardous.

Publication:

Federal Excise Gasoline Tax Refund Program

For more information, or to receive an application form, please contact your local Tax Services office, or :



Headquarters
Revenue Canada
Ottawa, Ontario
K1A 0L8

GST-FREE ASSISTIVE DEVICES FOR PERSONS WITH DISABILITIES

The vast majority of the assistive devices used by people with disabilities are tax-free under the GST. Some of these devices are tax-free when they are prescribed under the written order of a medical doctor such as:

- a communication device for someone with a hearing or speech impairment;
- a heart-monitoring device for someone with a heart disease;
- a hospital-type bed for an incapacitated person;
- a device to convert sound to light signals for someone with a hearing disability.

Other assistive devices which are unconditionally tax-free for GST purposes include:

- an invalid chair, commode chair, walker, wheel chair lift or similar aid to locomotion with or without wheels, including motive power and wheel assemblies;
- an auxiliary driving device for a motor vehicle which facilitates the operation of a vehicle;
- a cane or crutch designed for use by an individual with a physical disability;
- an artificial eye;
- a hearing aid;
- an artificial leg;
- a spinal or other orthopaedic brace.

This is not a complete list of ALL devices. For a complete list, please contact your local Tax Services office, or:



Headquarters
Revenue Canada
Ottawa, Ontario
K1A 0L8

COMMUNITY VOLUNTEER INCOME TAX PROGRAM

At tax time each year, volunteers from Revenue Canada's Community Volunteer Income Tax Program provide assistance to seniors and pensioners, low income earners, newcomers to Canada, people with disabilities, and social assistance recipients. Both individuals and organizations' representatives can be trained by district office staff. Their services are then provided free in the community.

Publication:

Community Volunteer Income Tax Program

For more information on this Program, contact your local Tax Services office by consulting the telephone listings under Revenue Canada in the Government of Canada section of your telephone book, or contact:



Headquarters
Revenue Canada
Ottawa, Ontario
K1A 0L8

TAX CREDIT FOR MEDICAL EXPENSES

Individuals can claim medical expenses that were paid for themselves, their spouse; their spouse's children or grandchildren who were dependent on them for support, and their or their spouse's parent, grandparent, brother, sister, uncle, aunt, niece, or nephew who lived in Canada and who were dependent on them for support.

Individuals can only claim medical expenses that are more than 3% of their net income or \$1,612 whichever is less.

People with disabilities who are in the workforce and require attendant care services to earn their income can submit these expenses as a deduction.

In the case of low-income working Canadians with disabilities, a supplementary refundable tax credit is available to cover high medical expenses. This credit will 25% of eligible medical expenses to a maximum of \$500. Individuals must have at least \$2,500 in earnings to qualify. To target assistance to those with low incomes, the basic benefit will be reduced by 5 per cent of family net income in excess of \$16,069.

Since the February 97 budget, the list of eligible medical expenses covered by the tax credit has been broadened to include:

- 50% of the cost of an air conditioning unit needed to cope with a severe chronic ailment, disease or disorder, up to a maximum of \$1,000;
- 20% of the cost of a van that is adapted or will be adapted within the next 6 months for the transportation of an individual using a wheelchair is deductible, up to a maximum of \$5,000;

Revenue Canada

- expenses incurred for moving to accessible housing;
- reasonable costs of alterations of the driveway of the principal place of residence of an individual with a severe and prolonged mobility impairment, to facilitate the individual's access to a bus;
- sign language interpreter fees ; and
- an increase in the limit on part-time attendant care expenses to \$10,000.

For more information, contact you Tax Services office. Consult the telephone listing under Revenue Canada in the Government of Canada section of your telephone book, or contact:



Headquarters
Revenue Canada
Ottawa, Ontario
K1A 0L8

DISABILITY TAX CREDIT

Individuals can claim a disability amount of \$4,233 if:

- they have a severe mental or physical impairment that markedly restricts their basic activities of daily living;
- their impairment has lasted, or is expected to last, for a continuous period of at least 12 months.
- Individuals may be markedly restricted in their basic activities of daily living if any of the following situations apply:
 - they are blind;
 - they are unable to feed and dress themselves, eliminate (e.g. control bowel or bladder functions), walk, speak, hear, or perceive, think, and remember.

To claim this amount for the first time, an individual is required to submit a properly complete and certified Form T2201, Disability Tax Credit Certificate. The form has to be certified by a doctor, optometrist or audiologist.

If individuals are entitled to the disability amount but do not need it to reduce their federal income tax to zero, they may be able to transfer the unused part of their claim to their spouse or another relative who supports them.

For more information contact the Tax Services office to get a copy of the pamphlet “Tax Information for People with Disabilities”. The pamphlet contains Form T2201. Check the telephone listings under Revenue Canada in the Government of Canada section of your telephone book, or contact:



Headquarters
Revenue Canada
Ottawa, Ontario
K1A 0L8

ASSISTANCE FOR PEOPLE WHO ARE VISUALLY IMPAIRED - ALTERNATIVE FORMAT FORMS AND PUBLICATIONS

Customs

The “I Declare” brochure, which provides information on what to declare to Customs on entering Canada, is available on audio cassette for clients who have visual disabilities.

Excise and GST

If you have a visual disability, you may request any Excise/GST publication and certain forms in an alternative format by contacting your local Tax Services office. The formats available include braille, large print, audio-cassette, and computer diskette. All offices provide GST publications in large print on-site. Orders for other alternative formats will continue to be processed on request.

If you need help to complete a GST form, you can ask for help at your local tax services office. The Enquiries Officers will read and explain relevant GST provisions and prepare your GST return or rebate if asked.

Income Tax Return

If you have a visual disability, you can get certain publications and forms related to the filing of your income tax return in alternative formats. The formats available are braille, large print, audio cassette and computer diskette. To send your alternative format publication to you on a timely basis during the income tax filing period, Revenue Canada needs to receive your request by early September. However, these publications are available at any time during the year. Once you have ordered an alternative format document, you'll be put on mailing lists and Revenue Canada will request your order for the next tax filing season automatically on an ongoing basis.

In addition, if you have difficulty completing a regular print return, you can file the large print version. Blank copies of this large print return are available on request.

If you need help to complete your return, you can visit the Enquiries Counter of any Tax Services office. Revenue Canada staff will read and explain relevant income tax material and prepare your return, if asked.

Revenue Canada provides a toll-free telephone number that you can call to order alternative format publications. The number is **1-800-267-1267** and is available Monday to Friday between 8:15 AM and 5:00 PM Eastern Time.

For more information, please contact:



Headquarters
Revenue Canada
Ottawa, ON
K1A 0L8
Revenue Canada

ASSISTANCE TO SERVICES FOR PEOPLE WHO ARE DEAF OR HARD OF HEARING

Revenue Canada provides toll-free TTY services for clients who are deaf. Only persons with TTY machines may access Revenue Canada information services using the numbers listed below. Most tax services offices are equipped with TTYs.

Excise/GST

TTY users can contact Revenue Canada for Excise/GST information by calling toll-free **1-800 465-5770** during normal business hours.

Taxation

TTY users can get income tax information by calling Revenue Canada's bilingual enquiry service at **1- 800-665-0354**. This service operates year-round on weekdays.

Residents of British Columbia, Alberta, Saskatchewan, Manitoba, the Yukon, and the Northwest Territories can call from 8:15 AM to 5:00 PM Central Time.

Residents of Ontario and Québec can call from 8:15 AM to 5:00 PM Eastern Time.

Residents of New Brunswick, Prince Edward Island, Nova Scotia, and Newfoundland can call from 8:15 AM to 5:00 Atlantic Time.

Revenue Canada extends this service to evening hours during the peak filing season, mid-February to late April. The extended hours follow the same schedule as Revenue Canada's regular evening Telephone service. Because the dates for extended hours change each year, TTY users are advised to consult their Tax Guide for this information.

When notified in advance, Revenue Canada can have a sign language interpreter at an interview meeting.

For more information, please contact:



Headquarters
Revenue Canada
Ottawa, ON
K1A 0L8

PROJECTS CURRENTLY UNDERWAY:

In September 1996, Statistics Canada (STC) is launching a fully-automated, speech-synthesized, 1-800 bilingual telephone service of The Daily. (The Daily is STC's official information release mechanism.) Although anyone can access these lines, this alternative delivery format will be of great service to persons who are print handicapped: persons who have visual impairments, who cannot turn pages and who have learning disabilities such as dyslexia.

An interdepartmental project began with the Diversity Management Directorate in August 1996. One of the objectives of "Partners in Accessibility - A Joint Alternative Formats Project" is to research and develop an alternative format client base in universities, disability issues organizations and government departments. Research will also be conducted on methods of access by persons with sensory disabilities to the Internet and other enabling technologies.

Current Publications in Alternative Formats:

Literacy, Economy and Society (English audio cassettes)

The Daily and Le Quotidien

For more information, contact:



STATISTICS CANADA
R.H. Coats Building
Ottawa, Ontario
K1A 0T6



TEL: (613) 951-5271
TTY: (613) 951-1220
FAX: (613) 951-4513
1-800-263-1136
TTY: 1-800-363-7629

Nancy Hanson
emploi ph

951-5570
FAX: 951-0554
TTY: 951-2514

WOMEN'S PROGRAM

The Women's program provides financial and technical assistance to women's groups and other voluntary organizations working to advance the equality of women. Since women with disabilities face many attitudinal and institutional barriers, the Women's program is committed to promoting the equality of women with disabilities and eliminating the barriers that limit their opportunities.

Hundreds of organizations are funded every year for activities such as conferences, community-based action research and public education. Funding is available to address issues of economic equality, social justice, and access and participation. Over two thirds of Project Funding is for amounts of less than \$15,000.

Publications available from local, regional or national offices include:

Funding Requirements (brochure)
Towards Equality- Vol. II (previously funded projects).

For more information, contact your local or regional offices of Status of Women Canada.
or:



Women's Program
Status of Women Canada
Constitution Square
360 Albert Street
Suite 700
Ottawa, Ontario
K1A 1C3



TEL: (613) 947-0934
FAX: (613) 947-0761
TTY: (613) 996-1322

